



News and Views

The Newsletter of the Tennessee Public Library Management Institute

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Basic PC Troubleshooting

Gina Walker kicked off Thursday's agenda with some valuable suggestions for the participants on basic PC troubleshooting. Ms. Walker detailed some common problem scenarios librarians face when working with personal computers. She then shared some preliminary steps to take in determining (and hopefully fixing) the problems before contacting the Network Services Consultant. If it appears there is no power for the computer, Gina suggested checking to see if the PC is plugged in (maintenance and cleaning crews can sometimes knock the cords loose), if the surge

suppressor is on, or if the outlet is working. If the PC does not boot, the suggestions include making sure the PC has power, checking to see if there is drive activity, and making sure there is not a disk in the floppy drive. Some of the reasons for the PC locking up include opening certain programs such as Weather Bug that cause viruses and lock ups, having too many programs running at once, and adding new software or hardware to the machine. Printer issues were a major concern for the "Institooters." Ms. Walker suggested checking to make sure the power to the printer is on, checking to see if the printer is trying to connect to a different port and checking the toner and paper levels. She also stressed the importance of only using basic printer paper in the automatic feed trays. Envelopes, labels and postcards should only be fed through a manual tray to prevent paper jams. Another key problem concerned monitor malfunctions. The suggestions here included checking to see if the monitor works on another computer, making sure the monitor is getting power, and checking to see if the cable is securely connected to both the monitor and the computer.

Ms. Walker stressed that while many libraries want to use local vendors for purchasing computers, this causes many problems. Local vendors usually only offer short term warranties and do not provide quality repair work. Ms. Walker

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also stressed to the participants that they should always contact the Regional office first when trying to find a network services consultant. It is usually easier and actually a faster way to get the help the librarian needs. Her final message was to never be embarrassed or feel too afraid to ask for help; it will always be provided.



Communicating Your Library's Value

By Jane Pinkston

Lyn Hopper presented a SOLINET workshop on Thursday, which built successfully upon what the "Institooters" had learned on Monday about communication skills. Providing excellent library services is simply not enough to ensure future support of libraries. Library directors must learn to speak the language of government funding bodies. They should be able to list social as well as economic benefits of libraries to the community. They should

realize that there are different methods of measuring library value and that the most persuasive measures are outcome-based.

Ms. Hopper reminded the "Institooters" that value is in the eye of the beholder. Real success can only be measured not in what libraries do, but in what our communities get out of it. The workshop ended with a fun group exercise of scenarios in which libraries in conflict established a communication plan to prove their value.



Quotable Quotes

Throughout the week of the Public Library Management Institute, the "Institooters" and guests have several opportunities to voice their opinions and feelings about various things. Here are some "Quotable Quotes":

To most people, circulation means blood flow.

– Lyn Hopper

Do you feel like your butt has a flat place on the

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bottom? (After long hours at the Institute)

- Theresa McMahan

Sometimes what counts can't be counted, and what can be counted doesn't count. (From Lyn Hopper's presentation)

- Albert

Einstein

The mind can absorb what the butt can endure! - Information Overloaded Institooter

If poverty breeds creativity, I'm one of the most creative people you will ever meet.

Ones to Watch Out For:



The "Giggling Girls" – Carol Kersey, Brittany West and Jan Woodard - seemed to have trouble keeping a straight face Thursday.

I am as lost as last year's Easter egg!

Both from Gina Walker

TURNING THE TABLES

On Thursday, the "Institooters" got a little "revenge" on the newsletter editors. This time *they* were the ones in front of the camera!



A LITTLE HUMOR...





STARS OF THE DAY



Introduced By Mary Schmidt

Dresden is a small town of about 3,000 in West Tennessee. The people there are fortunate to have Carol Tippins as the Assistant Director of the Ned R. McWherter Weakley County Public Library. This attractive new library is only about five years old. Carol has been in the library profession for fourteen years. Her many duties include processing audio and video tapes, story times, quarterly reports, repairing video tapes, and helping plan the Summer Reading Program. A native Tennessean and lifelong resident of Weakley County, she also serves as historian for people searching for information about the county's past. Carol is single and has one brother. Her three nieces are a great joy to her. She has two dogs (one is fifteen years old) and several cats. Charley, a gray fifteen-year-old cat is a favorite. Carol attends the Baptist Church. Her duties keep her very busy. She teaches Sunday school, is in charge of the church bulletin and is the director of the Women's Missionary Union. She is treasurer for the countywide Women's Missionary Union as well. In her "spare" time, she loves to read (mainly mysteries and non-fiction), play the piano, watch movies, and collect what-knots. Her favorite color is pink. She loves ice cream and jewelry. And she really dislikes cooked carrots for lunch!

Rebecca Berry

Introduced By Jan Allen

Please meet Rebecca Berry. She's been the Branch Manager at the Avoca Branch of the Bristol Public Library in Bristol, TN for two years. Rebecca has been a library employee for ten years. An interesting point is that the main library is located in Bristol, Virginia. The Avoca Branch is located in a renovated firehouse. She shared a funny (and she said somewhat embarrassing) story about having

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Mary Schmidt

Introduced By Carol Tippins

Mary started the first two years of her life in Washington, D.C. Her family later brought her back to their great home state of Tennessee, where she has resided ever since. She lives with her mother, who has complications with hip surgery and is presently in a wheelchair. Her father is deceased and she is an only child. Mary has a beautiful black cat named Darcy. She also has a visiting cat that is very fond of her home. Mary's library is the Gorham McBane Public Library. The library was named for Mittie Mae Gorham McBane and was built on land that she donated in her will in 1968. Mary is the Assistant Librarian and Children's Librarian. She conducts the children programs and has lap sits for preschoolers. She attends the Methodist Church where she sings in the choir, teaches Sunday school and attends the women's programs. Mary's hobbies include reading, gardening, and needlework. Her favorite types of books are mysteries, science fiction, romantic suspense, and non-fiction. She is also a collector. She likes to collect antiques, old China and dragons (her favorite). She loves jewelry – mainly necklaces and pins. Her favorite color is green. Mary likes to watch the History and Garden channels on TV. Her favorite movies are *The Lord of the Rings* and *The Thirteenth Warrior*. Mary was a delight to meet and interview.

Carol Tippins

to call 911 shortly after they had moved into the building. Rebecca and another employee noticed that the overhead lights in a meeting room each had a red spot in them and they smelled a strange odor. After some conversation, it was decided, “better to be safe than sorry” and called for help. Fire trucks with men in full dress, rescue squads, and police showed up. Turns out the red spots were the emergency batteries recharging (it seems no one had told them about the lights when they moved in). The strange odor was wet ceiling tiles caused by a leaking roof. Oops! Of course she had to explain the events to all of the curious patrons. Rebecca is a native Bristolian. She’s been married 31 years to Ronnie, a man she met on a blind date. They have two sons, Ronnie Jr. (30) and Tim (26). She’s a Nascar fan, enjoys Bluegrass music and has gone to the “Hog Stomp.” Rebecca’s a Winnie the Pooh fan, with characters displayed in her office and at home. She loves animals and her dream vacation would be to go to Alaska. She enjoys reading mystery and fantasy.

Jan Allen

Introduced By Rebecca Berry

Jan Allen is the Director for the Marshall County Memorial Library in Lewisburg, Tennessee. It is part of the Bluegrass Region. Their library has a staff of eight members. She started working for the library in September 1999 and became director in 2001. Before coming to the library, she worked for 10 years at a company called Diagnosis Related Group. They built the code and software for doctors’ offices and hospitals. She traveled all over the United States and Puerto Rico. She has also worked for the Christian Social Services. Jan was born in Detroit, Michigan. She started volunteering for the City Hall Library in Detroit at the age of 7 shelving books. Her family has been with Ford Motor Company for a total of 120 years. This includes her grandfather, three uncles, a brother, and three cousins who are nearing retirement age. She has been married for six years to her husband Ed. They met on a blind date and found they both had a great love of golf. So much so, they were married on the golf course. Ed is an

engineer for Walber Dye Casting Company. Jan has two stepchildren, a son (Ed Junior), a daughter (Jennifer), and a pet Maltese named Chipper. Her favorite hobbies are camping, basket weaving, quilting, and reading. Some of her favorite authors are Terri Blackstock, Ann Ross, and Anne George. The Marshall County Memorial Library is preparing for the first ever “Fainting Goats Festival” on October 11, 2003 – move over “Mule Day!”

Mary Robbins

Introduced By Judith Reynolds

Mary Robbins is the director of a unique library (Magness Community House and Library) in McMinnville. It was built in 1931 and was a meeting place for women to rest and care for their children while their husbands tended to business. Soon after it opened, a small collection of books was added, and the library was born. Mary still encourages this community spirit today. There is a grand piano in the community room and patrons are encouraged to play whenever the mood strikes. Mary has lived the life many of us only dream of. She has piloted a plane, written and produced shows for public television, hosted a show titled *Tennessee Writers*, and currently hosts a radio show titled *Bookmark* for public radio. She also spent fifteen years as Executive Director of the Regional Tourism Association for fourteen counties in East Tennessee. She still loves to travel, to write, and hopes to eventually complete courses to obtain her pilot’s license.

Brittany West

Introduced By Curt True

Brittany is a wife to Barry, mother to Ally, and librarian to the public of Rhea County for 8 years. She grew up believing that she would become a lawyer. She would have been a 5th generation lawyer as a matter of fact. After sitting with her at “The Liars” table at the opening banquet, I realized she probably would have done well in that profession...though I am sure she works

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exactly where she needs to be. Open, friendly, and happy. Those are the characteristics she listed when asked how she hoped others viewed her. I trust that all ages agree. She lights up when she discusses reading *Picky Miss Pickles* or playing Nintendo's *Animal Crossing* with her daughter. I observe from the way that she interacts with others that she really likes people...of all varieties. And it is returned. We discussed subjects from how she would meet Princess Di above any other celebrity because of the impact on society she made to define the difference between style and fashion. (I just wanted to see if she was a good reference librarian!) Knowing that we all need praise in some form, I asked Brittany what the biggest compliment was that I could give her. "That you enjoy being with me" she said. And I did. And I told her so. You all should do the same.

Curt True

Introduced By Brittany West

Curt...a name meaning "courteous"...an adjective meaning rude. He says that makes him a walking paradox. He's 28 and ready to be 30. "People are telling me all the time that the 30's are one of the best decades of your life." He was born in Obion County and has only not lived there during his college years at Union University and a few following when he worked in Jackson. He took the position of Assistant Director shortly after returning home and has done this for almost 3 years. Curt is not married and the longer he puts it off, the longer his list of criteria grows. Professionally, he and his director Mary Carpenter joke that their bond is like a marriage and they call their new building..."their baby". His reading interests mainly center on non-fiction, especially biographies. "I enjoy seeing a more personal side of celebrities." Curt said. That must be the reason Fannie Flagg invited him to join her for lunch. He had met her at a

conference and told her he would see her in Jackson a few days later at a book signing. Curt had joked with his friends that he would probably be having lunch with her on that day...and so circumstance had it, she showed up at the same restaurant, they exchanged gifts, and she invited him to sit for a visit. Curt believes there are always new challenges ahead of us...some bad...but most good. And by adding a little humor to anything makes it better. He lives by the motto: He who laughs, LASTS!!

Judith Reynolds

Introduced by Mary Robbins

Judith Reynolds, Director of the Meigs Co.-Decatur Public Library in Decatur, Tennessee, is a woman who loves her family, her job and her life in the scenic countryside near Watts Bar Lake. A lifelong traveler who was born in a military hospital in New Mexico, she has lived in fifteen states, Canada and Japan. While her career Air Force father was stationed in Japan, her mother's job of teaching conversational English to Japanese Air Force Pilots brought Judi in close contact with the culture and lifestyle of that country. She was in kindergarten at the time and that early exposure to another culture instilled a lifelong curiosity about and appreciation for a diversity of people and places. She has always loved libraries. She worked in her college library and served, many years ago, as a library volunteer. After having a number of very specialized jobs (including records management in both the domestic and international ocean freight industry and nuclear construction blueprints) she took a similar job in the nuclear medicine field. While she enjoyed the job, the drive from her home in Decatur to Knoxville (where the company was located) on a daily basis was too time-consuming. When the position with the library became available, she applied, was hired, and has never regretted it. Judi is the mother of four-year-old Jason, a bright, happy youngster who keeps her on

her toes! She stays in close contact with his father and his father's family. Together, with her own large family, they create a secure, loving environment for her son. Her hobbies include reading, writing, and collecting recipes. She and her mother plan to publish a book of family recipes.

Connie McSwain

Introduced By Shasta Moody

Cornelia Skinner McSwain, "Connie" as she likes to be called, is the library director of the W.G. Rhea Public Library in Paris, Tennessee. She was named after her great-aunt author Cornelia Otis Skinner. She has been at the W.G. Rhea Public Library for three years and previously worked for three years as a school librarian. She is a widow who has three sons – Houston (27), who is in computer design, Justin (22), a student at Murray State, and Michael (20), who is a lineman for the electric company and a bull rider. She has one brother and one sister. Her favorite authors are James Patterson and Nicholas Sparks. Her hobbies are the Rotary, horseback riding (shows and rodeos), community service organizations, and canoeing. She was named the "Catfish Queen" of Paris, Tennessee. She has traveled to Europe and Canada as well as many states – sometimes to buy bulls and sometimes to see her son bull riding. She has five dogs and five horses. Her dream is to find an English or Irish gentleman with a larger hunter/jumper horse farm. I feel that the next two years should be a lot of fun since Connie is an extroverted, happy person to be around. I look forward to getting to know her better.

